

Jeffrey D. Smith

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Information Systems and Technology Manager

Objective: Goal oriented team leader of information technology infrastructure, architecture, and operations seeking to provide leading edge technology planning and management of your IT resources as Erie County Technical Schools Information Systems and Technology Manager.

HIGHLIGHTS

10 years of in-depth, management and hands-on experience with current enterprise technologies in small, medium, and large business environments.
Military veteran with diverse background culminated from varying business cultures and environments.

EDUCATION

Checkpoint NG US-PA-Pittsburgh
Attended Checkpoint NG AI and Nokia Enforcement Appliance advanced classes
Microsoft MCSE Online and at Microsoft Campus
Attended Keystone University's online MCSE certification courses, and also attended internal Microsoft Training while employed there.
Dell Online
Dell Systems Certified on Dell hardware
Novell CNA Japan-Kyoto-Yokosuka / NCTS Training Center
Attended some Novell CNA Certification courses
Electronics US-NAVY Technical Training Centers
Directional Satellite Communications Technician
2M Mini Circuit Board Repair
Vocational - Advanced Electronics Technician

TECHNICAL PROFICIENCIES

Proficient Platforms Windows 3.x - 2003 (Server and Client)
MAC OS 7 - X
Network Technologies Active Directory, RADIUS, Group Policy
Ethernet, Token Ring, FDDI, DSL, COAX, ISDN
TCP/IP (WINS, DNS, DHCP, IGRP, OSPF, NAT),
IPX/SPX, NETBUEI, DLC, VPN, PPTP, L2TP
Wireless (802.11x), WEP
T1, T3, OC3, OC12, OC48, Frame Relay, VOIP
Hardware Cisco switches and routers
Nokia enforcement appliances
Dell Servers, SAN and switches
IBM Servers and Storage Systems
Foundry Load Balancing
Server Applications Microsoft Exchange 5.5, 2000, 2003, ISA
Server 2000, SQL 6.5, 7, 2000, Share point
Portal Server 2000
Gerber WebPDM
Citrix Metaframe
RSA Security
Check Point 4.1 - NG AI
IBM Tivoli Storage / Archive, InfoPrint
Veritas NetBackup & BackupExec
GFI MailEssentials & FaxMaker
Programming Languages HTML, Perl, Java, CGI, ASP, DOS Batch, VB, WSH
Working Knowledge Platforms Linux, Novell, AS/400, AIX, Solaris, OS/390

PROFESSIONAL EXPERIENCE

April 2005 – Present

Network Administrator and Operations Manager
Telatron Marketing Group, Erie, PA
70+ Server Farm, 800+ Users, multi-site

- Provide solution recommendation for rapidly growing and adapting data center to meet aggressive business objectives, and manage the implementation of approved IT projects.
- Manage team of 8 Help Desk and Data Center Operators and Helpdesk technicians to ensure 24x7 operational uptime.
- Work with Security Officer to maintain and implement policies and procedures to meet client requirements and current Sarbanes-Oxley and HIPPA requirements.
- Provide top tier support for 70+ systems architecture including Unix, Linux, SQL, Exchange, Active Directory, SNA, IIS, .NET, Veritas Backup Exec, Watchguard, Sonicwall, Cisco, and more.

October 2004 - April 2005

Independent Small Business Technology Consultant
French Creek Technology, Erie, PA

- Provided IT support and solutions to private clients nationwide for various system architectures including Microsoft Server Products, SonicWall, Linux, Cisco and interoperation with several other systems and applications.
- Implemented and managed the business including internal financial and business systems for maintaining contact information and record storage.

June 2004 – October 2004

Microsoft Systems Support Engineer
Microsoft Corporation, Charlotte, NC

Term Contract position through Computer Consultants, www.compsontech.com

- Provide 3rd Tier engineering support for Microsoft platforms and server applications including Windows, Active Directory, Exchange Messaging, Live Conferencing, Internet Security and Acceleration, SQL Server, and Share Point.
- Manage customer expectations to identify a clear goal and then provide extensive documentation for their records and for internal reference.
- Obtain extensive system information through the use of low-level collection tools such as Windows Debug, Network Monitor (or network trace / TCPDUMP), File Monitor, Registry Monitor, and Event Viewer and interpret such reports to provide root cause analysis to deliver specific solutions without going onsite.
- Provide advisory services and consulting on design, system implementation, configuration, and deployment of Microsoft Server Products and their coexistence with other systems.

January 2001 – June 2004

Technical Support Specialist I, Blair Corporation, Warren, PA
60+ Server Farm, 1200+ users, 5 WAN Sites, 2 VPN Sites

- Managed the multi-tier deployment of Exchange 2003 and Live Conferencing, the foundation for the enterprise internal communication infrastructure project intended to reduce initiative timelines by 20%, manpower resources by 30% through the use of these internally managed, real-time, online collaboration tools. Provided and presented detailed ROI (Return on Investment) and risk analysis of the implementation options.
- Led the design and deployment of a clustered, load balanced information security infrastructure resulting in 99.9% up time of mission critical systems and public content, even through maintenance upgrades and network redesigns.
- Re-wrote security and user policies to reflect new usage restrictions and accessibility options securing network activity, reliability, and increasing resource availability resulting in reduced storage and infrastructure costs while maintaining associate buy-in.

- Designed and deployed secure information and communication portals extending employee, vendor, and associate access to internal business data resources and meeting rooms from the internet eliminating the need for the costly overhead of private dial-up, leased lines, frame cloud participation, and other point to point networks.
- Automated business to business file transfers with custom Perl applications utilizing PGP delivering secured, compressed, and centralized near real-time transactions of inbound, outbound, and internal data transfers, bridging the challenges of interconnecting cross platform systems and narrowing the time lapse of data integrity for application models.
- Intimate involvement with VSE mainframe system running CICS and its integration and data interconnection with other distributed application systems, assisting with the architecture and implementation of the data format, protocol, and network connectivity.
- Instrumental in the design and management of the deployment of Windows XP / Office XP standards to 1000 client PC nodes from their current Windows NT operating systems.

August 1999 – January 2001

Network Specialist, Brooks Sports, Inc., Seattle, WA 5 Server Farm, 200+ users, 2 WAN Sites

- Key involvement with Windows 2000 / Office 2000 implementation design and automated remote rollout deployment to 100 current Windows 98 nodes.
- Managed the implementation design and deployment of centralized software distribution, and client antivirus auto-update system maximizing user systems performance, stability, and security.
- Managed and maintained office Mitel PBX telephone system, including setting up new nodes, extensions, and DID's.
- Managed the design, programming, and merger of a custom made financial application owned by a subsidiary company purchased during a corporate acquisition, delivering a bi-directional secure, live information link with their new home office.

September 1993 – September 1999

Network Manager / Satellite Communication Specialist, U.S. Navy 5 Server Farm, 200+ users, 2 Backbone Networks

- System Administrator, Engineer, and Manager for ADP division projects. Responsible for budget, policies, and documentation to provide clear DRA (Disaster Recovery Analysis), and ROI (Return on Investment) for inclusion during risk analysis.
- Managed local NIPRNET implementation project, spending \$70,000 less than consultant proposal, and completing 3 months ahead of schedule, laying the groundwork for centrally managed communication and information sharing. The USS Fife (DD-991) was the first destroyer in the Ticonderoga class home ported in Yokosuka, Japan to be outfitted with a (NIPRNET) class network.
- Created and managed five support staff by leading and training selected crew members with primary duties and education backgrounds in other fields.
- Instrumental in the implementation of the ship's shore base fiber optic uplink, completing the NIPRNET objective delivering critical Navy wide business communication and information to onboard crew in their respective offices, and providing a new connection to friends and family while in-port.

Awards and Clearances

- 2004 – Letter of Appreciation, Microsoft Support Customer
- 2004 – Letter of Recommendation, Dennis Munch, Director Technical Services (Ret.), Blair Corporation, Warren, PA.
- 1998 – Awarded the Navy and Marine Corps Achievement Medal for superior expert knowledge and exemplary service by CDR Carl Carpenter, Commanding Officer, USS FIFE (DD-991)
- 1997 – Awarded the Navy Good Conduct Medal for superior performance, discipline, and dedication to duty by CDR Carl Carpenter, Commanding Officer, USS FIFE (DD-991)
- 1993 – 1999 – Held active DOD SECRET clearance while on active duty.